

## **CLAIMS MANAGEMENT**

When an employee sustains an injury that prevents him/her from returning to work, management and supervisors can take several steps to assist in reducing the costs associated with the injury.

### **Designate Medical Providers**

Idaho State Department of Agriculture has a **Medical Management and Alternate Duty Return to Work Policy**. This policy establishes a working relationship between a select few medical providers throughout the State of Idaho that will work with the employee and ISDA to provide treatment for employees immediately after an injury occurs. The medical provider is familiar with your work environment and will be familiar with our return to work program.

### **Establish a Return to Work / Light Duty Program Policy**

ISDA has a return to work program that is designed to identify those employees who have been designated by a physician to be temporarily unable to perform their normal work duties. This program brings them back into the workplace as quickly as possible. ISDA's light duty or a return to work program provides employees with a job that does not create stress on the injured part of their bodies. It should be considered a temporary job assignment for the employee.

### **Communicate with the State Insurance Fund**

Should a supervisor have any doubt about the validity of an on the job claim for injury, he/she must communicate that information in confidence with a representative from the State Insurance Fund or with someone in the ISDA Human Resource office. Communication is also key to assure that all parties involved are aware of the situation, the prognosis and the expected return to work.

### **Show Concern**

If one of your employees is off work for an extended period of time as a result of the injury, set some time from your busy schedule to call that employee periodically. Ask them how they are doing and if you can assist them in any way. Most employees will appreciate your sincere concern.

